



## Special Topic – Bridge Street District

The City of Dublin included several questions of specific interest to the Bridge Street District. Respondents were generally supportive and positive about the District. The survey found that:

- Familiarity with the Bridge Street District has increased substantially since 2013, from 53% to 76%.
- 84% of residents have favorable impressions of the Bridge Street District.
- Two out of three residents agree that plans for the Bridge Street District are becoming a reality at an appropriate pace.
- Residents say the top four benefits of the Bridge Street District are:
  - Expanded Housing, Business, Shopping Options
  - Improved Access to Amenities
  - A Vibrant Community Gathering Place
  - Economic Development Opportunities
- When asked what concerns residents may have about the Bridge Street District, transportation and traffic were at the top of the list.

## Conclusions

### Dublin is a great place to live!

Nearly every resident – **98%** – rated Dublin as an excellent or good place to live.

- Almost all respondents gave positive ratings for the overall quality of City services.
- All aspects of trust and leadership – such as overall direction, being honest, treating all residents fairly – were rated positively by 7 out of 10 respondents and were higher than the national benchmark.
- In particular residents gave high ratings for:
  - Overall Appearance
  - Overall Image
  - Dublin as a Place to Raise Children
  - Neighborhoods

### Local economy is thriving and remains a priority for residents.

Residents recognize that Dublin’s economy is thriving, and they want to ensure it stays that way. Most aspects of economy were rated higher in Dublin than elsewhere in the nation and residents indicated that this would be an important focus area for the City over the next two years. They gave positive ratings for:

- |                              |                             |                                       |
|------------------------------|-----------------------------|---------------------------------------|
| ■ Overall Economic Health    | ■ Dublin as a Place to Work | ■ Shopping Opportunities              |
| ■ Businesses & Services      | ■ Economic Development      | ■ Vibrant Downtown & Commercial Areas |
| ■ Dublin as a Place to Visit | ■ Employment Opportunities  |                                       |

### Residents feel safe in Dublin.

Safety was an important feature of the community for residents and most residents want the City to continue to provide excellent safety services and amenities. Safety services including police, fire, EMS, crime prevention and fire prevention were all rated positively by over 9 out of 10 residents. The following areas rated 98% positive:

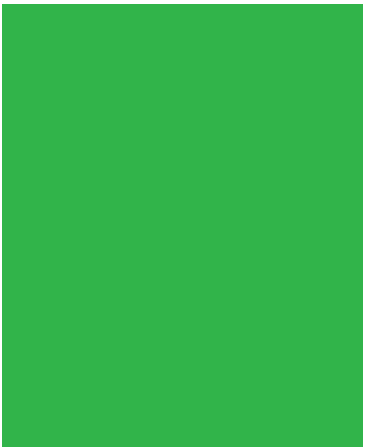
- Overall Feeling of Safety
- Neighborhood Safety
- Safety in Downtown Dublin and Commercial Areas

# 2015 National Citizen Survey

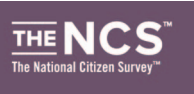
## Dublin, Ohio, USA

Built Environment  
Community Engagement  
Economy  
Education & Enrichment  
Mobility  
Natural Environment  
Recreation & Wellness  
Safety

➤ Dublin ranked higher than the national benchmark in all eight facets of community.



For more information and to view complete results of the survey go to [DublinOhioUSA.gov/ncs](http://DublinOhioUSA.gov/ncs)



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#### Dublin City Council

Mayor Michael Keenan (At-Large)  
Vice Mayor Richard Gerber (At-Large)  
Marilee Chinnici-Zuercher (At-Large)

#### City Manager

Dana McDaniel

Greg Peterson (Ward 1)  
Amy Salay (Ward 2)  
John Reiner (Ward 3)  
Tim Lecklider (Ward 4)



## About the Survey

The National Citizen Survey (NCS) measures the “livability” of communities across the nation. The City of Dublin participated in the survey in 2009, 2012 and 2015. Once again, Dublin residents gave high marks – in most cases above the national average – in most categories.

The NCS captures residents’ opinions regarding community characteristics, governance and participation. “Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected,” the report states. The results demonstrate that Dublin is not just a place where people live – it’s a place people **want** to live.

**“Dublin is a truly remarkable community.** Almost all of the community characteristics and services offered by the City of Dublin were given positive ratings from a majority of respondents. Year after year, Dublin’s results continue to be above average and Dublin also continues to maintain levels of service that the community is pleased with.

– Charissa Bowditch | Project Manager, National Research Center, Inc.

**Methodology.** In January 2015, 1,939 randomly selected households received the NCS in the mail. Of that, 780 residents – representing a 40% response rate - completed the survey. (Average response rates for a mailed resident survey range from 25% to 40%.) Response rates by ward ranged from 38% to 45%.

The NCS is a collaborative effort between National Research Center and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparative results across NCS communities.

Dublin ranks #1 in the country

### Benchmark Comparisons

Nearly every respondent gave positive ratings for their overall quality of life in Dublin. Compared to data collected from roughly 500 other communities, Dublin ranks #1 in in the country in several categories including:

■ Overall Appearance

■ Overall Built Environment

■ Overall Economic Health

■ Economic Development

■ Employment Opportunities

■ Health & Wellness Opportunities

■ Land Use, Planning & Zoning



## Community Characteristics

### What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. In Dublin, 98% of residents rated the City as an excellent or good place to live. Respondents’ ratings of Dublin as a place to live were higher than ratings in other communities across the nation.

- All aspects of safety were rated positively by 98% of respondents and overall feelings of safety were rated higher than the national benchmark.
- All aspects of natural environment, recreation and wellness were rated higher than the national benchmark and 9 in 10 respondents rated the overall quality of the natural environment, cleanliness, air quality and health, wellness, recreation and fitness opportunities positively.
- Within economy, at least 8 in 10 respondents rated overall economic health, businesses and services, shopping opportunities, Dublin as a place to visit and Dublin as a place to work positively and all of these aspects were rated higher than the national benchmark.
- Almost all aspects of education, enrichment and community engagement were rated higher than the national benchmark.

## Governance

### How well does the government of Dublin meet the needs and expectations of its residents?

The overall quality of services as well as the manner in which these services are provided are a key component of how residents rate their quality of life. Overall quality of services was rated positively by 94% of residents and was rated higher than the national benchmark.

- All aspects of leadership and governance were rated higher than other communities across the nation; customer service received highest rating – 89% excellent or good.
- Most aspects of mobility were rated higher than the national average with the exception of bus or transit services.
- The highest rated services included trash and recycling collection; police, fire and EMS; sewer services; parks, recreation and wellness; and public information.
- Dublin received higher ratings than most communities regarding overall governance, with approximately 8 out of 10 residents giving positive ratings for the following:
  - Acting in the Best Interest of the Community
  - Confidence in City Government
  - Customer Service
  - Direction Dublin is Taking
  - Fair Treatment for All Residents
  - Honesty
  - Value of Service for Taxes Paid
  - Welcoming Citizen Involvement

Residents said **Economy and Safety** should be priorities for the community over the next two years

## Participation

### Are the residents of Dublin connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, business and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 8 in 10 residents gave positive ratings for Dublin’s sense of community, which was a higher rating than the national benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all.

- In the facet of safety, most respondents had NOT been the victim of a crime and had NOT reported a crime.
- At least three quarters of respondents had conserved water or made efforts to make their home more energy efficient and 93% of respondents reported recycling, which were similar to the national benchmark.
- Very few participants had used public transportation (6%), while some (41%) had carpooled and a majority (61%) had walked or biked instead of driving.
- More residents in Dublin use recreation centers than elsewhere in the country and more than 90% of respondents reported visiting parks and participating in moderate or vigorous physical activity.
- Within education and enrichment, 77% of respondents had used the Dublin public library, which was similar to other communities and 72% had attended a City-sponsored special event which was higher rate of participation than elsewhere in the country.